

TWM DBT Intensive Treatment Centre [THE WARM HOUSE]



Client Handbook 2016

Welcome to Te Whare Mahana Trust [THE WARM HOUSE]

DBT Intensive Treatment Centre

TWM is a registered not for profit charitable trust.
Te Whare Mahana Trust Board 47156

Te Whare Mahana Trust

[THE WARM HOUSE]

DBT Intensive Treatment Centre

CLIENT HANDBOOK

Welcome to Te Whare Mahana DBT Intensive Treatment Centre.

This handbook is designed to provide you with the information you will need about the practical aspects of living in the house and participating in the therapy programme. We want to support you to be comfortable and feel safe while living in the house, and to get as much benefit from the programme as possible. We encourage you to ask other Clients, or staff if there are aspects you are not sure of.

We welcome comments or feedback about any aspect of the programme.

The Staff Team
DBT Intensive Treatment Centre
Te Whare Mahana Trust

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Te Whare Mahana Staff

Admin Team



Janie McIntyre
TWM Clinical Manager



Paul Bastin
Accountant



Chip Williams
Property Manager



Melanie Walker
Administration Assistant



Angela Wyness
Administration Assistant



Cait Tomlinson
Administrator – Support Services

DBT Intensive Treatment Centre Staff



Shelley Harvill
DBT Clinical Manager



Volker Mueller
Team Leader/Therapist



Michael Vickers
Therapist

TBC
Therapist



Morag Dean
Lead DBT Coach



Lesley Bray
DBT Coach & Household
Coordinator



Ginny Stocker
DBT Coach & Recreation
Coordinator



Janice Dahl
RN, Care Coordinator



Marty Marsh
DBT Coach



Heather Robertson
DBT Coach

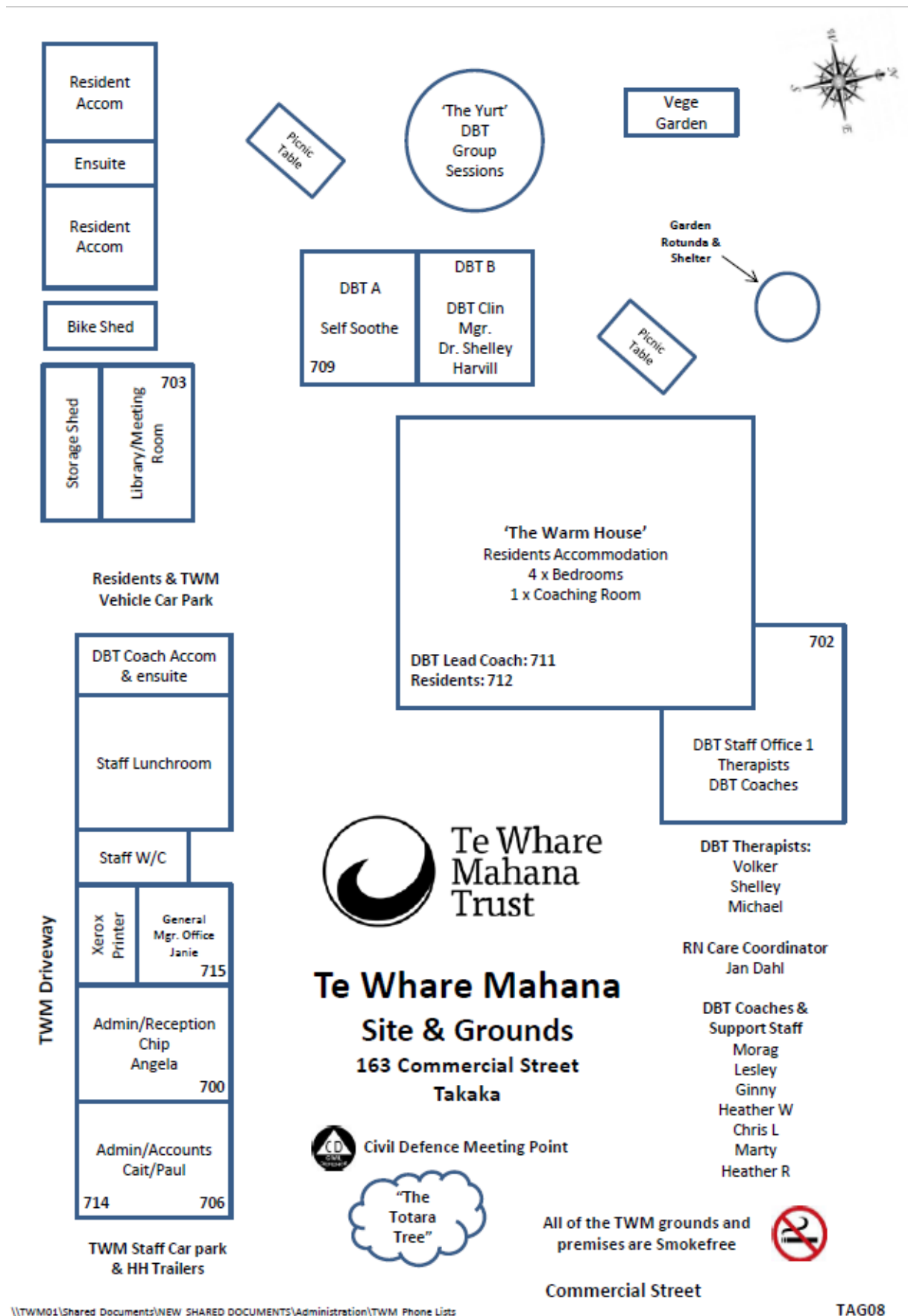


Jo Campbell
DBT Coach



Chris Laing
Casual Staff

Site Map



Programme Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 to 8:30	Please come for your morning medication prior to 8:30 to allow time for staff handover & meeting				
8:30 to 9:00	Staff handover/meeting				
9:15 to 9:45	Community Meeting		Therapist Consult House Meeting 9:00 to 10:00	Community Meeting	
9:45 to 10:00	Morning Break				
10:00 to 11:00	GROUP Mindfulness	GROUP Distress Tolerance	GROUP Emotion Regulation 10:15 to 11:15	GROUP Interpersonal Effectiveness	Recreation until 3pm
11:00 to 1:00	Lunch Break/Free Time				
1:00 to 3:30	Coach led time		Staff Meeting	Coach led time	
4:00 to 4:30	Staff handover				
4:30 to 6:00	Free Time				
6:00	Dinner				
6:30 to 7:00	Community Meeting				
7:00 on	Free Time				

Programme

Attendance

You are expected to attend all aspects of the programme, unless specifically otherwise negotiated. Staff will support and assist you with maintaining your attendance levels.

Breaks

Breaks are important for staying connected to your families and friends, and having the opportunity to generalise your skills in your own environment.

You will be eligible for planned breaks from the programme when you have sufficient skill levels to manage effectively whilst away. These will be individually negotiated with your primary Therapist, and based on your progress. These breaks may consist of overnight, weekend, or longer leave.

Staff will be available for phone coaching during these breaks.

Early Discharge

Please see 'Indicators for early or immediate discharge' (page 9) for circumstances in which you will be returned to your referring mental health team.

Should you decide to leave the programme earlier than planned you will be required to give two weeks notice in writing.

Clients who require hospitalisation will be discharged back to Te Whare Mahana within 48 hours, or if indicated, be returned to referring area for admission.

Evaluation of Programme

As part of our contract, and consistent with professional standards, we are required to evaluate the effectiveness of the programme through research. We will be asking you to complete a number of questionnaires as part of the admission process, during the programme and at discharge. The data used in the research will be completely anonymous. We appreciate your co-operation and the time involved in answering the questionnaires.

Illicit Substances and Alcohol

The consumption of alcohol is not permitted while in the programme. In some cases alcohol use is not recommended under any circumstances. For other Clients moderate use of alcohol during planned breaks may be acceptable.

Extreme care is advised with the use of alcohol while taking prescription psychiatric medication, and in some cases this may not be recommended.

Bringing of alcohol and illicit drugs into the house or onto the property is not permitted and Clients may not return to the house or property under the influence of alcohol.

Use of illicit drugs is not permitted.



Key Workers

Each Client is assigned a primary therapist who is responsible for the overall co-ordination of your treatment, and your primary contact person in the programme. However we also encourage you to connect with all clinical staff members for support and coaching. Coaches are available at all times to teach and support you to use skills to manage distress.

Leaving the Property

When you leave the house for periods of time according to your skills level, you must notify others (programme staff and other residents of the house) by writing on the whiteboard outside the DBT Staff Office 1. You need to write up your destination, as well as the time you expect to return.

Records and Files

All personal information you share with TWM and agencies involved in your treatment will be held by TWM, and managed according to the Privacy Act 1993

It is both best practice and a clinical requirement, that we keep clinical records for Clients, and that we keep them confidential and secured in a locked cabinet. If you wish to read your records you should discuss this with your therapist.

The principle of confidentiality is a primary obligation in therapy. Your file is confidential to you and the staff at TWM who are involved in your care. There may also be liaison with your referrer as necessary. Beyond this we must have your written authorisation before information is given to a third party. Confidential information will not be shared with others without your consent, except for the following circumstances:

- Where there is a clear danger to your safety, the safety of others or the public at large.
- When Te Whare Mahana might be compelled by Acts of Parliament or Courts of Law to disclose information.
- When a Client is judged incapable of giving consent to disclose information. (Consent then must be sought from those authorised to represent the client's interests.)

Indicators for Early Discharge:

The following circumstances/behaviours are likely to result in **Discharge** from the Programme:

1. Less than 70% participation/attendance in DBT Programme (repeated & ongoing)
2. Failure to complete 'Mindful Pause' requirements (a "time out" intervention with specific tasks and skills to complete. Client remains at TWM)
3. Failure to complete 'Wise-Mind Reflection' requirements (a longer "time out" period with requirement for more skills practice)
4. Multiple 'Wise Mind Reflection' periods with no evidence of change in target behaviours.
5. Continued lack of respect for programme rules and guidelines (TWM DBT Intensive Treatment Centre Community Contract and TWM DBT Programme Contract).
6. Engaging in behaviours that could result in criminal charges (i.e. theft, verbal assault/threats, possession of drugs etc.)
7. Engaging in a sexual relationship with another Client and/or unsafe sexual behaviour.

8. Sexual harassment of another Client or staff member.
9. Purposely interfering with the therapeutic progress of another client (i.e. by bullying, disrespecting, etc.)
10. Using, bringing to or storing at TWM premises alcohol or illicit drugs for personal use, distribution or sale.
11. Trading or soliciting prescription medicine/s.

Indicators for IMMEDIATE Discharge:

1. Physical Violence to any Client, staff member, visitors or member of the public.
2. Bringing any illegal weapon or weapon requiring a licence to TWM

Treatment Levels

The DBT programme is based on skill learning and practice, and Clients progress through a series of levels which reflect their recovery and wellness levels. Please refer to 'Dialectical Behaviour Therapy Programme Manual' included with your induction pack.

Students and Trainees

Te Whare Mahana has a commitment to training, and on occasions, may have trainees participating in the programme. These are people completing professional qualifications in areas such as occupational therapy, social work, nursing, and mental health. There will be opportunities for staff and Clients to give feedback regarding their work.

Gift Giving

It is Te Whare Mahana policy that staff do not accept personal gifts from Clients.



Community

Complaints

If you feel dissatisfied with any part of the treatment you receive, please follow the TWM grievance procedure. (included with induction pack)

Quiet Hours

During the week it is expected that you keep reasonably quiet during normal sleep hours of 10pm to 7am.

Support in Crisis

If you are in crisis, and cannot manage to communicate verbally, show the red card to the coach. The red card is kept in the cupboard under the whiteboard outside the staff office and you may have your own red card. Staff will support you to manage your distress.

Coaching and Texting

Clients must access the staff in person for coaching, not use texting. If Clients are away from the property they may text to ask staff to ring them for coaching.

Visitors

Visitors are welcome, however, inviting them into the house must be negotiated with other Clients in advance. If you are expecting a visitor, please write on the memo board in the house. Clients are encouraged to respect each other's requests to invite guests. If a resident wishes to invite someone for a meal, all other Clients in the house must be consulted and agree to the invitation. If a resident has a guest to share a meal, either the resident or their visitor must pay \$5.00.

For out of town visitors there are motels and back packers hostels nearby.



Activities, Hobbies, and Employment



Creative Interests

Clients are encouraged to pursue creative interests; they can discuss their individual needs with their Therapist.

There is a regular weekly craft group run by the TWM Employment & Vocational Service (EVS)

Books / Education

Some self-help reading material is available in the TWM library. We encourage you to educate yourselves about psychological theory, education, medication, mental health issues, and treatment via written material and the internet. There is a public library in Takaka that you can join.

Music

There are a piano and drums in the house and Clients can access musical teaching and activities in the wider community. Clients are welcome to bring and play their own music, respectful of acceptable times and reasonable noise levels.



Recreation

Recreation is a part of the TWM programme, and is a skills focused component of the programme. Clients are expected to participate in a wide range of activities, and Clients are encouraged to make suggestions regarding recreation activities which are linked to these personal goals.



Vocational

Vocational support will be available and there may be opportunities for some part time employment through TWM EVS.

Television

Television is available for Clients, and programmes are chosen by negotiation among Clients.

Housekeeping, Health and Safety

Bedrooms

At Te Whare Mahana you will have your own bedroom which you can lock. You are responsible for the general tidiness and cleanliness of your own room. Linen is supplied, but you are welcome to bring your own (please label) if you prefer. Food must not be stored or consumed in bedrooms. The burning of candles and incense in bedrooms is not permitted for fire safety reasons. The Household Co-ordinator will sometimes do health and safety checks of the bedrooms.



Medication

All medication in a Resident's own care must be stored in the locked drawer in your bedroom at all times. Medication not in a Resident's own care will be stored in the staff office. Clients should come to the office at pre-arranged times to pick up their medication.

Te Whare Mahana medication policy requires that all regular medication be blister packed. Doctor's visits, prescription charges and other costs associated with medical treatment will be paid for by the Resident with the exception of extra cost for blister packing and the initial GP appointment which will be paid by TWM.

Psychiatric oversight and prescribing is facilitated via Tele-med Conferencing with your current psychiatry team.

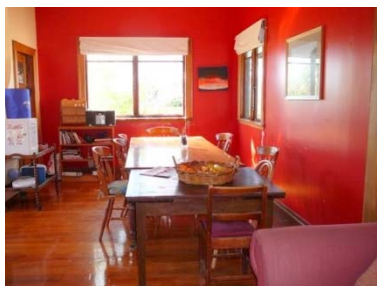
Damages/Property

If you are responsible for any damage to TWM property you will be required to pay for it. It is recommended that Clients have personal insurance to cover personal belongings. TWM can take no responsibility for Clients damaged or lost personal property.



Vehicles/Driving

If you are safe to do so, you are free to use your own vehicle as you please. There is parking on site for Clients. If you are not a vehicle owner, but have been cleared to drive by the local GP, and have reached the appropriate skill level, you may negotiate to use the Te Whare Mahana vehicle for personal outings within Golden Bay, provided you record the mileage and pay a nominated amount per kilometre.



Communal Space

This includes a kitchen, dining room and a lounge which is equipped with a TV, DVD, and piano. Please be considerate of others by keeping the shared space tidy and pleasant to be in.

Computers

DBT Intensive Treatment Centre provides free unlimited Wi-Fi for clients as well as a PC & printer in the shared living area which is available if required.

Clients must also sign an internet usage and safety contract at the beginning of their tenure at TWM.



Domestic Chores

Clients are responsible for daily domestic activities. Clients meet with a staff member weekly to decide on cooking and chore rosters for the week. One resident cooks the evening meal every day; help can be available from either a staff person or another resident if required. Cooking lessons can be arranged as needed. Clients allocate chores together

and are expected to do them regularly.

Clients are responsible for their own laundry. There is a washing machine provided and Clients are encouraged to dry their washing on the line outside.

Household Food

Clients are collectively responsible for the weekly grocery shopping, meal planning and cooking. The week to week food budget is to be determined by the household manager in conjunction with the TWM Accountant. A number of factors including: current number of residents, staff on duty, visitors to the programme, and special dietary requirements will be taken into consideration when determining the budget. The budget may allow for occasional takeaway meals, and a small household kitty for additional food required throughout the week.



Fire and Evacuation

Fire alarms are fitted throughout the house, and fire drill is practised regularly. There is an evacuation procedure which will be explained to you as part of your induction process, and there is an information sheet in each room.

Smoke alarms will be tested periodically, and must be functional at all times. No candles or incense may be burnt in the house.

The Civil Defence meeting point is at the front of the property in front of the large Totara tree (see site map page 5)

Keys

New Clients will pay a key deposit of \$20 either in cash or held from their expense account (WINZ clients only). This will be refunded upon return of room keys at the end of the tenancy.

Mail

All personal mail should be addressed to you at the following address:

c/- Te Whare Mahana Trust

DBT Intensive Treatment Centre

163 Commercial St

Takaka,

Golden Bay, 7110

When you leave TWM please notify NZ Post of your change of address. Change of address cards are kept at the main office. TWM will forward your mail for 1 month following your departure, after 1 month we will return mail to the sender.



Smoking

In accordance with the government initiative 'Pathway to Smokefree New Zealand 2025', smoking is NOT permitted in any of the TWM buildings or on the TWM grounds. Clients who smoke must leave the property to do so.

Telephone

There is a telephone for the use of the Clients (03 525 8672). Clients are able to make free national calls at any time for up to 2 hours.

If you wish to make other toll calls like overseas or cell phone you will be issued with a PIN and you will be billed for those calls at the end of the monthly billing period.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Help, hope, recovery



A life worth living



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Takaka 7110, Golden Bay

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Te Whare
Mahana
Trust